


# $25^{th}$ Anniversary Symposium

## CAP Stakeholder Roundtable

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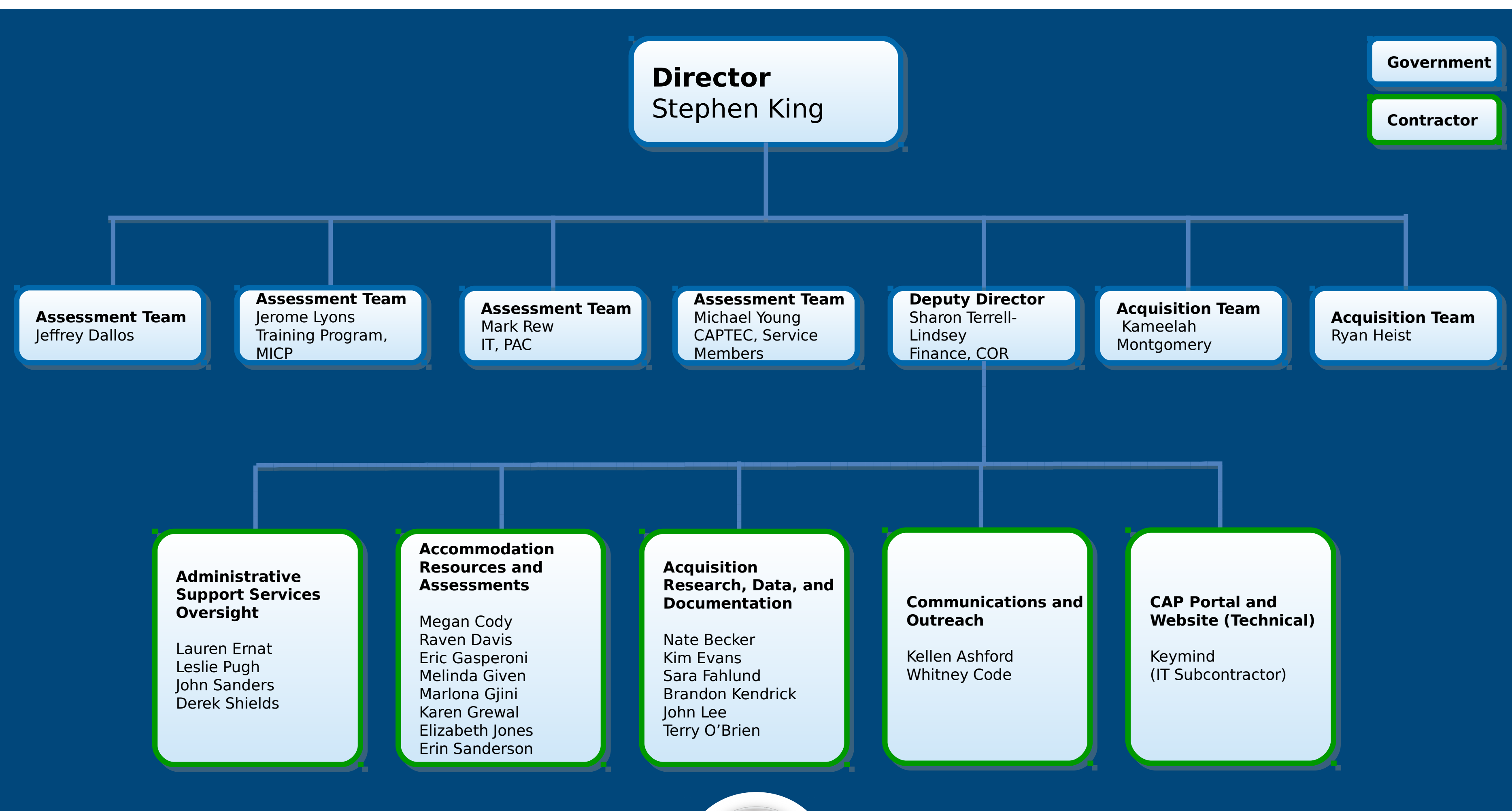
**March 29, 2015**

# Agenda

- Welcome and Introductions
- How CAP Conducts Business
  - Assessment
  - Acquisition
  - Outreach
- Partnership Best Practices
  - Activation
  - Growth
- Open Discussion

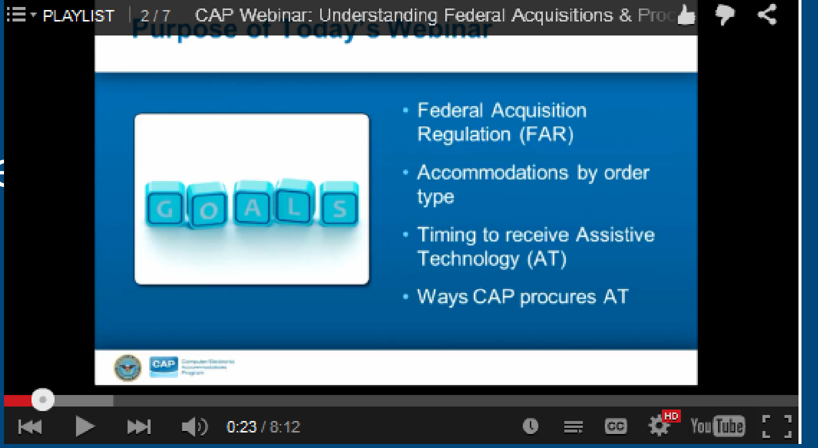


# Computer/Electronic Accommodations Program



# How CAP Conducts Business

- Customers submit requests online
- CAP Subject Matter Experts review requests to ensure they are reasonable and appropriate
- If approved, CAP Analysts compile documentation to support the purchase of accommodation(s) via one of the following acquisition procurement vehicles:
  - Blanket Purchase Agreements (BPA)
  - Purchase Order (PO)
  - Micro-Purchases
- CAP processing timeframes vary based on what is requested, the acquisition vehicle used and the time of year
- Webinar: Understanding Federal Acquisitions & Procuring Assistive Technology




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# Assessment Team Services

- Conduct individual needs assessment services, tours and assistive technology demonstrations at the CAP Technology & Evaluation Center
- Provide remote and agency onsite needs assessments when appropriate
- Review assistive technology requests from employees with disabilities and wounded, ill and injured Service members
- Ensure supporting documentation is provided to maintain acquisitions integrity
- Process Partner Accessibility Initiative accommodations requests to increase point of service access for federal programs and services



# Acquisition Team Services

- Provide acquisition paperwork to process commodity and service requests via Blanket Purchase Agreements, Purchase Orders, and Military Interdepartmental Requests
- Manage CAP inventory
- Ensure accurate tracking of CAP orders fulfillment and vendor payments
- Verify receipt of the accommodations purchased on behalf of individuals with disabilities and wounded, ill and injured Service members
- Learn More: View the CAP POC Online Training Videos
  - www.cap.mil/NewsEvents/Training.aspx?TrainingType=3



# Outreach Team Services

- Provide training on procedural updates, assistive technology, and educational resources for key stakeholders
- Engage agencies to understand needs and optimize partnerships
- Provide materials and resources to increase disability employment across the federal sector
- Provide logistics support for trainings, events, conferences and exhibitions that support CAP's mission
- Utilize technology, including cap.mil and social media, to reach customers



# Best Practices for Activation

- Executive level briefing
- Identify and post partnership representative information
- Schedule a CAP Partnership one-on-one strategy meeting
- View the CAP Point of Contact Online Training Series
- Integrate CAP into agency reasonable accommodation procedures
- Share CAP resources, such as online training series, webinars
- Tour CAPTEC with key officials
- Post information online (website links, social media posts)
- Broadcast communications on CAP partnership
- Engage CAP Outreach team for a tandem partnership post
- Invite CAP to participate in a partner agency briefing

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# Best Practices for Partnership Growth

- Engage monthly with the CAP Partnership Coordinator
  - Identify specific challenges in the partnership: online requests, receipt of accommodation, other?
- Host webinar on CAP services and partnership
- Increase agency understanding of CAP policies, including medical documentation needs
- Assess and implement point of service accessibility enhancements
- Broadcast communications on CAP partnership
- Record and share employee testimonial/s
- Share CAP online trainings /webinars as part of agency training program
  - Disability Etiquette Training Series
  - Reasonable Accommodation Series
- Develop a joint training program or webinar

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# Did You Know?

- CAP does not make a determination on behalf of the agency. Specifically, if we provide an accommodation, it does not equate to the agency identifying that the ‘customer’ is a person with a disability.  Conversely, if CAP declines a request, it does not mean the agency does not have an obligation.
- CAP can assist your field locations via distance-based support services and, at times, onsite visits.
- We need to know agency needs and accommodation challenges. For some agencies, needs assessment support services are important while others just need us to buy assistive technology since they have assessment staff.  Each partner is unique and we want to tailor our support to meet your needs as much as possible.



# Open Discussion Potpourri

- CAP Agency Profile
- Meeting with CAP Director
- Annual training with CAP
- Educate your IT POC
- Tour CAPTEC at the Pentagon
- Share a CAP article via internal communications
- Follow CAP on social media
- Share CAP online trainings and webinars
- CAP needs assessment support services
- Medical documentation
- Independent verification and property receipt
- Eligible assistive technology products
- Checking shipping addresses
- Section 508 testing
- Points of service / Section 504
- Training on assistive technology
- Software maintenance agreements
- CAP Help Line / Chat Service

CAP 25 YEARS